



Pharmacy Update

Pharmacy Help Desk Phone Numbers (405)522-6205 option 4 or (800)522-0114 option 4
Service Hours: Monday – Friday (8:30a – 7:00p); Saturday (9:00a – 5:00p); Sunday (11:00a – 5:00p)
Email: pharmacy@okhca.org OHCA Website: www.okhca.org
PA Criteria: www.okhca.org/providers/rx/pa PA forms: www.okhca.org/rx-forms

November 23, 2010

Holiday Hours

The OHCA Pharmacy Help Desk and Prior Authorization Unit will observe the following schedule for the upcoming holidays.

Pharmacies can obtain authorization for coverage of a 3-day emergency supply of medication by calling the Pharmacy Help Desk. This ensures that SoonerCare members are not left without medication while waiting for prior authorization.

For members who have an initial prior authorization request during the time the Help Desk is closed, the pharmacy may dispense an emergency 3-day supply, and an authorization can be approved retroactively when the Help Desk reopens.

Emergency fills do not count toward an adult member's monthly prescription limit. However, an emergency authorization will not override the prescription limit if the member has previously received the maximum allowable prescriptions for the month.

Thanksgiving

Thursday	11/25/10	closed
Friday	11/26/10	closed
Saturday	11/27/10	resume regular hours

Christmas / New Year

Thursday	12/23/10	8-5
Friday	12/24/10	closed
Saturday	12/25/10	closed
Sunday	12/26/10	11-5
Monday	12/27/10	8-5
Tuesday	12/28/10	8-5
Wednesday	12/29/10	8-5
Thursday	12/30/10	8-5
Friday	12/31/10	9-1
Saturday	1/1/10	closed
Sunday	1/2/10	resume regular hours

We appreciate the services you provide to Oklahomans insured by SoonerCare.